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Conciliation Process for Non-Compensation Complaints

(DRAFT REVISION)

October 8, 2001

Purpose

The purpose of the Conciliation Process is to ensure the prompt resolution of complaints by administrative staff members regarding the terms and conditions of employment, or other job-related concerns that have not been resolved with the immediate supervisor. A staff member may pursue this process for any or all of the following:

- Failure to follow policies and provisions enunciated in the Administrative Staff Handbook
- Inadequate or inequitable consideration of professional competence.
- Termination of appointment for cause.

Non-renewal of contract for an administrative staff member of three or more years must be reviewed by the appropriate vice-president. The decision not to continue the contract of an administrative staff member is not grievable and, therefore, not subject to this procedure.

Any complaint related to the Administrative Staff Compensation Plan will be handled through the procedures established for compensation issues. Issues regarding alleged discrimination or harassment will be investigated by the Office of Equity, Diversity and Immigration Services (OEDIS) through established procedures.

Scope

These procedures apply to all covered administrative staff positions and supersede all previous written or unwritten practices. The ongoing responsibility for the administration of these procedures is assigned to the Assistant ~~Provost~~ Vice President for Human Resources. Prior to entering into conciliation, the staff member with the complaint meets with Human Resources in an attempt to resolve the complaint. Human Resources will investigate the complaint. If there is no resolution, the staff member may request conciliation.

There are ~~two~~ three steps in the process:

1. Conciliation Meeting with Second Level Supervisor.
2. Vice Presidential Appeal
- ~~2-~~ 3. Presidential Appeal—Review

Step 1: Conciliation Meeting with Second Level Supervisor.

The Conciliation Meeting, facilitated by the Assistant ~~Provost~~ Vice President for Human Resources/designee, provides the staff member and the ~~Vice President or President/Designee~~ his/her second level supervisor with an opportunity to resolve the complaint in a collaborative, informal fashion. Participants in the meeting include:

- ~~Employee~~ Staff Member/ Advocate.
- Immediate Supervisor.
- ~~Vice President or President/Designee~~ Second Level Supervisor
- Assistant ~~Provost~~ Vice President for Human Resources/Designee

The process is normally completed within four (4) weeks unless there is a decision to extend the timelines.

Process:

The staff member will inform Human Resources and the immediate supervisor in writing that she or he requests to enter into conciliation. This notice shall be given within fourteen (14) calendar days of the incident prompting the request for conciliation.

1. Upon receipt of the request to enter conciliation, Human Resources begins a tracking/timeline.
2. Within fourteen (14) calendar days of receiving the request to enter conciliation, Human Resources forwards the documentation to all involved and schedules the meeting.

3. A current member of the BGSU Administrative Staff (non-family member) acting as an advocate may accompany the employee to the conciliation meeting. Advocates may assist in clarifying points discussed in the meeting.
4. In the event the second level supervisor is the division Vice President, a designee will be appointed so the Vice President is able to participate in step 2, if required.
5. Within fourteen (14) calendar days after the meeting is scheduled, the meeting will take place to attempt resolution.
6. Human Resources is responsible for reporting, in writing, the outcome of the meeting to all involved within fourteen (14) calendar days.
7. If no resolution is reached, and the staff member is not satisfied with the decision, she or he can appeal directly to the Divisional Vice President.

Step 2: ~~Presidential~~ Vice Presidential Appeal

1. Within seven (7) calendar days of receiving the decision, the staff member appeals, in writing, to ~~the~~ his/her Vice President and the Office of Human Resources. ~~of the University. If the staff member filing the complaint reports directly to the President, the President appoints a designee for this process.~~
2. Within fourteen (14) calendar days of receiving the request to enter conciliation, Human Resources schedules the meeting. Attendees are the same as at Step 1 with the addition of the Vice President.
3. Within ~~thirty (30)~~ fourteen (14) calendar days after receiving the appeal meeting, the Vice President or designee responds, in writing, to the staff member, supervisor, ~~vice president,~~ and Human Resources.
4. If no resolution is reached, and the staff member is not satisfied with the decision, she or he can appeal directly to the President.

~~The decision of the President or designee is final.~~

Step 3: Presidential Review

1. Within seven (7) calendar days of receiving the Vice President's decision, the staff member may request a review, in writing, to the President of the University.
2. The President will review the staff member's request for review, the Vice President's decision and the written outcome of the original conciliation meeting and render a decision.
3. The decision of the President or designee is final.

~~Approved by Administrative Staff Council on May 7, 1998~~

Conciliation Process for Non-Compensation Plan Complaints (Replaces pages 30-34 in current handbook)

Purpose

The purpose of the Conciliation Process is to ensure the prompt resolution of complaints by administrative staff members regarding the terms and conditions of employment, or other job-related concerns that have not been resolved with the immediate supervisor. A staff member may pursue this process for any or all of the following:

- Failure to follow policies and provisions enunciated in the Administrative Staff Handbook
- Inadequate or inequitable consideration of professional competence
- Termination of appointment for cause

Non-renewal of contract for an administrative staff member of three or more years must be reviewed by the appropriate Vice-President. The decision not to continue the contract of an administrative staff member is not grievable and, therefore, not subject to this procedure.

Any complaint related to the Administrative Staff Compensation Plan will be handled through the procedures established for compensation issues.

Scope

These procedures apply to all covered administrative staff positions and supersede all previous written or unwritten practices. The ongoing responsibility for the administration of these procedures is assigned to the Assistant Provost for Human Resources. Prior to entering into conciliation, the staff member with the complaint meets with Human Resources in an attempt to resolve the complaint. Human Resources investigates the complaint. If there is no resolution, the staff member may request conciliation.

There are two steps in the process:

1. Conciliation Meeting
2. Presidential Appeal

I. Conciliation Meeting

The Conciliation Meeting, facilitated by the Assistant Provost for Human Resources 'designee, provides the staff member and the Vice-President or President 'Designee with an opportunity to resolve the complaint in a collaborative, informal fashion. Participants in the meeting include:

- Employee
- Immediate Supervisor
- Vice-President or President/Designee
- Assistant Provost for Human Resources 'designee

The process is normally completed within four (4) weeks unless there is a decision to extend the timelines.

Process:

1. The staff member will inform Human Resources and the immediate supervisor in writing that she/he requests to enter into conciliation.
2. Upon receipt of the request to enter conciliation, Human Resources begins a tracking/timeline.

3. Within fourteen (14) calendar days of receiving the request to enter conciliation, Human Resources forwards the documentation to all involved and schedules the meeting.
4. Within fourteen (14) calendar days after the meeting is scheduled, the meeting will take place to attempt resolution.
5. Human Resources is responsible for reporting, in writing, the outcome of the meeting to all involved within fourteen (14) calendar days.
6. If no resolution is reached, and the staff member is not satisfied with the decision, she / he can appeal directly to the President.

II. Presidential Appeal

1. Within seven (7) calendar days of receiving the decision, the staff member appeals, in writing, to the President of the University. If the staff member filing the complaint reports directly to the President, the President appoints a designee for this process.
2. Within thirty (30) calendar days after receiving the appeal, the President or designee responds, in writing, to the staff member, supervisor, Vice-President, and Human Resources.
3. The decision of the President or designee is final.

Approved by Administrative Staff Council on May 7, 1998